



COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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Bill Owens, Governor • Stephen C. Tool, Executive Director

December 29, 2006

Re: Operational Issues

INFORMATIONAL ONLY

Dear County Director and Medical Assistance Site Director:

During the Department's review of pending cases that are exceeding processing guidelines (EPG), we have identified an increase in cases that are pending because the re-determination packets have not been processed timely. This discovery came about due to the implementation of the "Special Action" project. Special Action was set up to add either Family Med or CHP+ to a case at re-determination. The cases are showing up as CHP+ pending cases for Family Med cases that have the RRR in a started status but the RRR was not processed nor authorized. The reason the Family Med is NOT showing up on the EPG report is because the program is still showing as open and not pending.

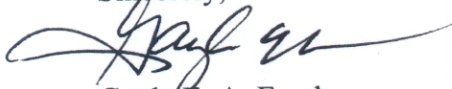
Changing the requesting assistance from "yes" to "no" for CHP+ will not resolve this issue. Special Action will continue to add the CHP+ back to the Family Med case because it is still in a RRR mode. To solve this problem, please do not initiate the RRR if the Family Med RRR will not be processed within the allowed ten business days as stated in 10 CCR 2505-10 Volume 8, section 8.100.7. This will stop Special Action from occurring and will immediately reduce the number of CHP+ pending cases on the EPG report.

The Department has also discovered the same situation with the Medicare Savings Program (MSP) Recovery project. This project was set up to add the MSP program to cases where a Medicare Part A expense record existed with an approval date, but did not have MSP as a program on the case. Although there is no current CBMS report for MSP cases exceeding processing guidelines, it was brought to the Department's attention by the Office of CBMS. Again, the only solution to this problem is to work the Long Term Care or Adult Med cases that has a RRR due date in the past in order for the MSP to be current as well.

There is a new CBMS report for October, under monthly reports entitled "Overdue RRR Report 2006-10-31" that shows all cases whose RRR is due within the run date. This is a tool that should be used by all medical assistance program supervisors to ensure that staff members are working their cases timely. The report will continue to be generated monthly for all programs. Unfortunately, it does not contain RRRs that have due dates in the past. The Department is currently working on this report and will be sending it out to each county/MA site as soon as it is available.

If you need additional information, please feel free to contact me at 303-866-2139 or via email at gayle.fowler@state.co.us. Thank you for your help in resolving cases that are exceeding processing guidelines.

Sincerely,



Gayle E. A. Fowler
Eligibility Operations Section Manager

cc: Lisa Esgar
Lisa Olson
Brian Zolynas
Heather Hewitt